Goldstone

We design services to improve people's lives

Digital service discovery, delivery and improvement

1. Service definition

This service supports public sector organisations to design, deliver and improve cloud-based digital services. It focuses on early-stage assessment, planning and delivery support across discovery, alpha, beta and live phases, helping organisations make informed decisions and reduce delivery risk.

The service is outcome-focused and supports organisations to understand user needs, assess current capabilities, identify gaps, and plan effective delivery approaches aligned to public sector standards.

2. How the service works

The service is delivered through structured, time-bound engagements. Activities may include discovery and assessment, options analysis, service and solution design, delivery road-mapping, and support through early delivery phases. Work is carried out collaboratively with buyer teams and stakeholders.

Delivery is led by multidisciplinary teams combining service design, content, research, delivery management and technical expertise, tailored to the needs of the engagement.

3. Onboarding and offboarding

Onboarding

Onboarding is delivered remotely and includes agreement of scope, objectives, ways of working and access to relevant information and stakeholders. The service does not require technical installation.

Offboarding

At the end of the engagement, outputs, documentation and recommendations produced during delivery are handed over to the buyer. Knowledge transfer and handover sessions can be included where required.

4. Service levels and support

Support is provided remotely via email and web-based support during UK business hours, Monday to Friday. Requests are acknowledged within one working day and prioritised based on urgency and impact.

Phone support or additional availability can be provided by agreement at additional cost. No formal uptime or performance SLAs apply, as this is a professional services engagement rather than a hosted application.

5. Service constraints and customisation

The service is delivered remotely and does not include onsite delivery unless explicitly agreed. It provides planning, assessment and delivery support rather than ongoing operation of cloud infrastructure.

The service is tailored to buyer needs through scoping and configuration of activities, rather than bespoke software development.

6. Hosting and data

The service does not involve hosting buyer systems or data as part of delivery. Any project documentation or working materials are handled in accordance with agreed information governance requirements.

Where cloud-based collaboration tools are used, these are agreed with the buyer in advance.

7. Security

The organisation follows documented information security policies covering access control, data protection, incident management and secure working practices. Responsibility for information security sits with a named board-level role.

Staff are subject to baseline screening, with higher levels of clearance supported where contractually required and sponsored by the contracting authority.

8. Business continuity and resilience

As a professional services offering, resilience is supported through flexible resourcing, knowledge sharing across delivery teams, and contingency planning within engagements. The service is designed to minimise single points of dependency.

9. Outage and maintenance management

The service does not operate a hosted platform and therefore does not have system outages or maintenance windows. Any disruption to delivery, such as staff availability, is managed through agreed delivery governance and communication with the buyer.

10. Data access and exit

All outputs created during delivery are provided to the buyer. No buyer data is retained beyond the end of the engagement unless explicitly agreed. Information is handled and disposed of in line with agreed data protection and retention requirements.